



August 25, 2012

Dear Customer:

Ameren Missouri will be performing work on the meter location at your address in the coming weeks. We will be replacing facilities at the meter location which will make it necessary to have a short interruption of your gas service while the work is being done. The work will take place Monday thru Friday between the hours of 7:00 am and 3:30 pm. Upon completion of the work, your gas will be left off.

To have your gas turned back on, **someone will need to be at your home or business to call in the order and let the Ameren Missouri Service-Person into the building.** The Ameren Missouri Service-Person will need to enter the building to perform safety checks and relight pilot lights on the appliances.

If you are home and you answer the door when the work is taking place, you will be handed a yellow card containing the Ameren Missouri contact information and instructions on how to have your gas turned back on.

If you do not answer the door or are not home when the work is taking place, a door tag will be placed on your front door providing you with the Ameren Missouri contact information and instructions on how to have your gas turned back on. When you return home, please call Ameren Missouri at the phone number provided on the door tag **(any time, 24 hours a day)** to create an order to have your gas turned back on. We will return to your address at any time during the day or night to turn on the gas service and relight the pilot lights on the gas appliances.

Please do not hesitate to call us prior to this work being done if you have any questions about your gas service. My number is 573-876-3027 and I will be available to answer your questions Monday thru Friday during normal business hours from 7:00 a.m. to 3:30 p.m. We thank you for using natural gas and we pledge to make the required service outage as convenient to you as possible.

Sincerely:

Gary Wipfler
Supervisor Gas Operations
Ameren Missouri

Important Information About Your Natural Gas Service

☐ Our gas worker was here on ____/____/____ (date)
to perform the following:

☐ Turn on your gas service

☐ Relight your appliances

☐ Change your gas meter

☐ Read your gas meter

☐ Other: _____

Please call 1.800.552.7583 to schedule an appointment for our gas
service worker to come back and perform the work indicated above.

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☒ Gas service was interrupted by Ameren in your area on

9 / 6 / 12 (date) due to
Regulator Upgrade (cause).

A 24-hour relight is available.

Please call 1.800.552.7583. When you hear the main menu option,
press 1 for "outage", at the next menu press 4 for "other outage".
Let the agent know you received this card.

Comments: _____

¡IMPORTANTE!

Si necesita ayuda para entender esta nota, por favor use el servicio de
traducción contactando al número de la compañía Ameren localizado